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MOUNTAINSIDE VACATION OWNERS' NEWSLETTER

Spring and Summer 2021

Spring has Sprung! We are so very happy to hear the birds chirping and see the critters awoken from hibernation and show their faces, also bringing along their new babies! MountainSide Villas has experienced a few more transitions over the year, two of our lovely ladies have retired. We wish Darlene and Jan all the best, you are both missed by all. That said please welcome Kari as the Office Manager and Kaylene, Kayla and Beth to the front desk Team.

Covid 19 and the Villas It has been a trying year for all of us, we were closed for 6 weeks in the Spring 2020, and reopened May 15th, we were happy to see our Owners return for their vacations, it is so much easier to social distance when our Villas are built the way they are. None of the guests have to be in contact with each other.

With the help of Interior Health, we were able to open the pool and hot tubs under strict rules and limitations. It has worked out pretty well all in all, there have been some issues when we are full capacity, but most guests are understanding in knowing we are having to follow the rules or have the pool closed down.

When we were closed last year, our Reservations Team had to defer over 400 owner weeks to be used in the future years. They were able to book a lot of them into 2021 but now are deferring some again because of the provincial travel restrictions.

For our American Owners that could not come and use their weeks in 2021, we were able to set up a temporary program with a resort in Idaho to accommodate mutual trades for their Canadian Owners. Along with a few weeks from Vacations Internationale. We hope with the vaccination roll out, we will have this behind us soon.



MOUNTAINSIDE VILLAS ARE AN



INTERVAL INTERNATIONAL
PREMIER
MEMBER RESORT

Food Delivery Service

Mountainside Villas has been offering our guests the opportunity to have meals brought to them, fill the fridge with meals prepared to make the vacation just that, a vacation from cooking! We have joined forces with a 'made from scratch' eatery 18 km's south of Fairmont in Canal Flats.

For those guests interested in pre-ordering meals to have stocked in the villa upon arrival, we ask you contact **EN-JOY Home Cooking Ltd** two weeks before your arrival to place your order. Please call Maddi or Alana at 1.778.523.5035

If you visit www.mountainsidevillas.com under the services tab, it will show the current menu items available.



NO PETS POLICY:

Mountainside Vacation Villas has always been a **no pets** resort.

We have had many guests in the last while call to ask and or just bring their furbaby with them. We are issuing a friendly reminder to all Owners and guests that we have a strict **no pets** policy in effect always. We do have kennels in the area and you may contact them in advance to set it up. We thank you in advance for not bringing your pets to Mountainside Vacation Villas

CHECK-IN AND CHECK OUT TIMES

A reminder for our guests. Check-in time at the villas is 4:00 pm, not before. If you do arrive before 4:00 pm and your villa has been cleaned you will be allowed access, but if the Villa has not been cleaned then the access time will be 4:00 pm or after when the villa is ready for accommodation. Our housekeeping department cannot drop the unit they are cleaning to accommodate early check-ins in another unit. It puts extra strain on the department and is not fair to other owners. Check out time is 10:00 am or before so we can keep our cleaning on schedule.

Mountainside Refurbishments/Renovations

During the 2020 six week closure, we were able to tackle a few more things that we may not have been able to. We completed yet another refurbishment cycle to the villas and added a few more to the list as the villas were vacant. Some inside and some outside. Our refurbishment program is completed on an 'as needed' basis, and therefore the villas are in a constant state of refurbishment. Funds collected from owners for refurbishment include linens, bedding, flooring, electronics, furniture, mattresses, roofing, countertops, banisters, painting and any item of significant value. As we have 116 units, and we are able to complete about 10-15 units per year for upgrades. The total cycle takes about 10 years and then it is started all over again.

We had another mini slide last year and they had to dredge the pond and dig a lot of gravel out of it. There is now a new bridge between the Recreation Centre and the D's you can see pictures of it on our Facebook page and on the website.

The grounds team is again working hard to get the property in tip-top shape for the visual enjoyment of all. They have been planting and clearing brush and debris and soon the flowers will be in full bloom.

We hope to see some of you in the coming months!

Your Mountainside Team



WHAT DAY TO CALL IN 2021 TO BOOK 2022?

CHECK IN/OUT DAYS FOR 2022

FRIDAY	WK #	FRI	SAT	SUN	MON	
JAN 4	1	07-14	01-08	02-09	03-10	NEW YEARS DAY
JAN 8	2	14-21	08-15	09-16	10-17	
JAN 15	3	21-28	15-22	16-23	17-24	
JAN 22	4	28-04	22-29	23-30	24-31	
JAN 29	5	04-11	29-05	30-06	31-07	
FEB 5	6	11-18	05-12	06-13	07-14	
FEB 12	7	18-25	12-19	13-20	14-21	
FEB 19	8	25-04	19-26	20-27	21-28	FAMILY DAY
FEB 26	9	04-11	26-05	27-06	28-07	
MAR 5	10	11-18	05-12	06-13	07-14	
MAR 12	11	18-25	12-19	13-20	14-21	
MAR 19	12	25-01	19-26	20-27	21-28	
MAR 26	13	01-08	26-02	27-03	28-04	
APR 2	14	08-15	02-09	03-10	04-11	
APR 9	15	15-22	09-16	10-17	11-18	GOOD FRIDAY
APR 16	16	22-29	16-23	17-24	18-25	
APR 23	17	29-06	23-30	24-01	25-02	
APR 30	18	06-13	30-07	01-08	02-09	
MAY 7	19	13-20	07-14	08-15	09-16	
MAY 14	20	20-27	14-21	15-22	16-23	
MAY 21	21	27-03	21-28	22-29	23-30	VICTORIA DAY
MAY 28	22	03-10	28-04	29-05	30-06	
JUN 4	23	10-17	04-11	05-12	06-13	
JUN 11	24	17-24	11-18	12-19	13-20	
JUN 18	25	24-01	18-25	19-26	20-27	
JUN 25	26	01-08	25-02	26-03	27-04	CANADA DAY
JUL 23	27	08-15	02-09	03-10	04-11	
JUL 9	28	15-22	09-16	10-17	11-18	
JUL 16	29	22-29	16-23	17-24	18-25	
JUL 23	30	29-05	23-30	24-31	25-01	
JUL 30	31	05-12	30-06	31-07	01-08	BC DAY
AUG 6	32	12-19	06-13	07-14	08-15	
AUG 13	33	19-26	13-20	14-21	15-22	
AUG 20	34	26-02	20-27	21-28	22-29	
AUG 27	35	02-09	27-03	28-04	29-05	
SEP 3	36	09-16	03-10	04-11	05-12	LABOUR DAY
SEP 10	37	16-23	10-17	11-18	12-19	
SEP 17	38	23-30	17-24	18-25	19-26	
SEP 24	39	30-07	24-01	25-02	26-03	
OCT 1	40	07-14	01-08	02-09	03-10	
OCT 8	41	14-21	08-15	09-16	10-17	THANKSGIVING (CAN)
OCT 15	42	21-28	15-22	16-23	17-24	
OCT 22	43	28-04	22-29	23-30	24-31	
OCT 29	44	04-11	29-05	30-06	31-07	
NOV 5	45	11-18	05-12	06-13	07-14	REMEMBERANCE DAY
NOV 12	46	18-25	12-19	13-20	14-21	
NOV 19	47	25-02	19-26	20-27	21-28	
NOV 26	48	02-09	26-03	27-04	28-05	
DEC 3	49	09-16	03-10	04-11	05-12	
DEC 10	50	16-23	10-17	11-18	12-19	
DEC 17	51	23-30	17-24	18-25	19-26	
DEC 24	52	30-06	24-31	25-01	26-02	CHRISTMAS DAY

THE CHART TO THE LEFT SHOWS WHAT DAY TO CALL OR COME TO THE FRONT DESK TO RESERVE YOUR WEEK FOR 2022. FOR EXAMPLE, IF YOU WISH TO RESERVE FOR WEEK 30 IN 2022, (JULY 29, 23, 24 OR 25 ARRIVAL) YOU WILL NEED TO CALL ON FRIDAY JULY 23rd, 2021 @ 9:00 AM (MST)

****NOTE: OBSERVED HOLIDAYS ARE IN YELLOW HIGHLIGHTED BOXES**

MOUNTAINSIDE VACATION SCHEDULE

Please take the time to verify your vacation week dates. Confirm your reservation at least **two weeks** in advance of check-in (1-855-345-6341). If you are unsure of when your week is scheduled, or how to read the Mountainside Vacation Schedule, do not hesitate to call the Reservation Office for assistance. The department is staffed 7 days a week 9am and 5pm MST.

Reservation requests made by the website www.mountainidevillas.com (owner request form) or email info@mountainidevillas.com will be addressed between phone enquiries by the reservations team. If you call at times outside of regular office hours please understand that the Front Office staff on duty will gladly take a message, but they are unable to reserve any reservation requests. Owners of **Floating Time** should note you may reserve your week(s) up to one year in advance of the desired week. Should you call to request a booking less than one year in advance, you risk being unable to book space either for personal use or deposit with a vacation exchange company.

Floating Owner reservations are made on a first come-first served basis, according to space availability. Reservations again, may be made up to one year in advance on a week number basis, beginning the first weekday of the week in the year preceding the sought after week of arrival based on the Mountainside Vacation Schedule. Thus, the first day anyone may arrange for a reservation in the coming year will always be either a *Friday or Monday*, whichever occurs first in the present year's week number.

As a reminder to those of you that wish to deposit with an external exchange company, you still need to reserve your week as usual at your home resort (Mountainside Villas) up to one year in advance in order to trade a week for a week elsewhere. You must deposit the weeks up to 4 months in advance to receive full points with CIG and at least 2 months in advance for regular week deposits to ensure a regular deposit. *Maintenance fees must be paid for week(s) depositing.

NOTICE FOR COMMUNICATING TO OWNERS

Communication to our Owners will continue to be posted on our website for owners to view and comment. Rental and reservation confirmations will be emailed. This is a huge cost saving to our owners. For those owners without an email, we will continue to mail all correspondence. Invoices and statements will continue to be mailed. Please keep us informed of any changes to your email address as this is as important as your mailing address. If you are not receiving offers or notices from us and have an email address, please contact us to update your profile.



Dear Villa Owner,

May 5, 2021

Financial Statements for 2020

I am pleased to enclose our audited annual financial statements for the year ending December 31, 2020. (Found on the website under the owner tab 'Financial Statements').

We will finish and close the year on budget and carry forward a larger surplus into the 2021 operating expenses. This is due to the Covid 19 pandemic and we are holding the money for emergency purposes going forward in these times of uncertainty. As we write this letter the cases of Covid 19 are soaring everywhere including here in the Columbia Valley.

The budget was sent to all Owners last November and is available on our website in the fall newsletter. We were pleased to be able to hold our maintenance fees to an increase of 3.0 percent over 2020.

Our refurbishing program continues to be very aggressive. We have finished the roofing of all 116 villas, painting, and interior upgrading is always in progress on an as needed basis. The villa decks have also been flagged for some replacement as required.

We have welcomed a new computer support company out of Calgary, AB called Gratisites and have been very pleased so far with their very hands on technical support provided to us when requested.

Again, I wish to extend my thanks and appreciation to your Villa Management Team for doing an outstanding job of retaining the highest quality rating in the industry at a moderate cost. We would welcome any suggestions you may have to control costs and improve your vacation experience at MountainSide.

Yours truly,

Don Seable
President

Mountainside has a new IT company

In the fall of 2020, we hired a new IT company. The company is named Gratisites and is out of Calgary. The owner of the IT company lives on site which makes things a lot easier for all of us.

Our old IT company was out of Utah and though they were phenomenal it made it difficult being so far away.

We have amped up the privacy and security features as well for the protection of our Owners data. Privacy and Security is very important here at Mountainside Villas.

Inventory for booking in 2022

We sent out an email to our Owners earlier this year outlining the 'closure' of the T, W, X and Z blocks for floating owner bookings. For those of you that did not see it, here it is again:

Mountainside Villas has had a few changes in the last year as well, we have had many of our 40 year leases expire and go back to the Developer (Fairmont Hot Springs Resort).

The Owners who chose to extend have done so but many did not. Moving forward starting January 2022, active Mountainside Villa Owners will be able to reserve time in blocks A-S only. The Developer has retained blocks T, W, X and Z for their use. They will pay the Management Company (us aka Fairmont Villa Management) the maintenance fees annually just as every owner and then use those villas as they wish for rental or what have you. When calling in to book your time for 2022, you will not be able to book your vacation week into T, W, X or Z blocks. There is still Fixed and Floating usage and inventory may vary week to week as per usual.

We ask you to go to www.mountaininsidevillas.com and view the 'when to call and book' chart (under the Owner tab) to ensure you are calling on the correct Friday to book the corresponding week for 2022. Should you need assistance with that, please do not hesitate to contact Erin or Dianna in Reservations, they will be more than happy to help you understand the chart.

Reservations is open 7 days a week 9am to 5pm : 1-855-345-6341

EMAIL ADDRESS UPDATES:

We have new email address' here at the villas.
Please note and make changes as needed.



David Dupont	CEO	Bar4d@shaw.ca
Kathy Grieve	General Manager	GeneralMgr@MSVillas.com
Beth Young	Accounting	Accountant@MSVillas.com
Erin Gornik	Res/PR Manager	ResWeb@MSVillas.com
Dianna Rose	Reservations	ResOne@MSVillas.com
Kari Wood	Office Manager	OfficeMgr@MSVillas.com
Leslie Wall	Transfer Officer	Transfers@MSVillas.com
Lynn Brunelle	Housekeeping Manager	HSKPMgr@MSVillas.com
Paul Barrett	Maintenance Manager	MaintMgr@MSVillas.com
Jean Matheson	Recreation Center	Reccentre@MSVillas.com
Maintenance Shop		Shop@MSVillas.com
General Inquiries		info@mountainsidevillas.com



www.mountainsidevillas.com

The New Memorial Bridge



#MSVillas